

EAST Search History

| Ref # | Hits | Search Query | DBs | Default Operator | Plurals | Time Stamp |
|-------|--------|--|-----------------|------------------|---------|------------------|
| S1 | 0 | ("calladjcenter").PN. | USPAT; USOCR | OR | OFF | 2005/07/15 13:05 |
| S2 | 0 | ("calladjcenter").PN. | USPAT; USOCR | OR | OFF | 2005/07/15 13:05 |
| S3 | 1529 | call adj center | USPAT | OR | OFF | 2005/07/15 13:06 |
| S4 | 1915 | S3 or (auto\$5 adj call adj distributor) | USPAT | OR | OFF | 2005/07/15 13:09 |
| S5 | 8 | S4 and (force\$2 adj manage\$4 adj system) | USPAT | OR | OFF | 2005/07/15 13:09 |
| S6 | 8 | S5 and auto\$5 | USPAT | OR | OFF | 2005/07/15 13:09 |
| S7 | 4 | S6 and queue\$ | USPAT | OR | OFF | 2005/07/15 14:59 |
| S8 | 1529 | call adj center | USPAT | OR | OFF | 2005/07/15 14:59 |
| S9 | 1915 | S8 or (auto\$5 adj call adj distributor) | USPAT | OR | OFF | 2005/07/15 14:59 |
| S10 | 8 | S9 and (force\$2 adj manage\$4 adj system) | USPAT | OR | OFF | 2005/07/15 14:59 |
| S11 | 8 | S10 and auto\$5 | USPAT | OR | OFF | 2005/07/15 14:59 |
| S12 | 4 | S11 and queue\$ | USPAT | OR | OFF | 2005/07/15 14:59 |
| S13 | 2 | S12 and schedule | USPAT | OR | OFF | 2005/07/15 15:00 |
| S14 | 2 | S12 and schedul\$3 | USPAT | OR | OFF | 2005/07/15 15:00 |
| S15 | 27 | S14 work adj management adj system | USPAT | OR | OFF | 2005/07/15 15:00 |
| S16 | 27 | S14 or (work adj management adj system) | USPAT | OR | OFF | 2005/07/15 15:00 |
| S17 | 1529 | call adj center | USPAT | OR | OFF | 2005/07/15 15:01 |
| S18 | 8 | S17 and (forc\$3 adj manag\$5 adj system) | USPAT | OR | OFF | 2005/07/15 15:01 |
| S19 | 8 | S17 and ((forc\$3 adj manag\$5 adj system) or (work\$3 adj forc\$3 adj manag\$5 adj system)) | USPAT | OR | OFF | 2005/07/15 15:38 |
| S20 | 2 | S19 and queue\$3 and schedul\$3 | USPAT | OR | OFF | 2005/07/15 15:57 |
| S21 | 2 | S19 and queue\$3 and schedul\$3 and forecast\$3 | USPAT | OR | OFF | 2005/07/18 09:05 |
| S22 | 1 | "5185780".pn. | USPAT | OR | OFF | 2005/07/15 16:02 |
| S23 | 192662 | schedule or list | USPAT | OR | OFF | 2005/07/18 09:19 |
| S24 | 51945 | S23 and (forecast or predict or estimate or calculate or project or anticipate or foretell or guess) | USPAT | OR | OFF | 2005/07/18 09:15 |
| S25 | 367 | S24 and (call adj center) | USPAT | OR | OFF | 2005/07/18 09:19 |
| S26 | 454184 | schedul\$3 or list\$3 | USPAT | OR | OFF | 2005/07/18 09:19 |

EAST Search History

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|-----|---------|---|-------|----|-----|------------------|
| S27 | 253215 | S26 and (forecast\$3 or predict\$3 or estimat\$3 or calculat\$3 or project\$3 or anticipat\$3 or foretell\$3 or guess\$3) | USPAT | OR | OFF | 2005/07/18 09:20 |
| S28 | 693 | S27 and (call adj center) | USPAT | OR | OFF | 2005/07/18 09:20 |
| S29 | 601 | S28 and automat\$3 | USPAT | OR | OFF | 2005/07/18 09:21 |
| S30 | 52 | S28 and (automat\$3 near4 chang\$3) | USPAT | OR | OFF | 2005/07/18 09:22 |
| S31 | 21 | S30 and @py<"2003" | USPAT | OR | OFF | 2005/07/18 09:24 |
| S32 | 10 | S31 and "379"/\$.ccls. | USPAT | OR | OFF | 2005/07/18 09:24 |
| S33 | 1 | S32 and (forc\$3 adj manag\$5) | USPAT | OR | ON | 2005/07/18 10:12 |
| S34 | 424 | (softswitch) or (soft adj switch) | USPAT | OR | ON | 2005/07/18 11:05 |
| S35 | 137 | forc\$3 adj manag\$5 | USPAT | OR | ON | 2005/07/18 11:05 |
| S36 | 84 | S35 and automat\$ | USPAT | OR | ON | 2005/07/18 11:06 |
| S37 | 22 | S36 and (call adj center) | USPAT | OR | ON | 2005/07/18 11:07 |
| S38 | 7194424 | S37 @py<"2004" | USPAT | OR | ON | 2005/07/18 11:06 |
| S39 | 0 | S37 and ADC | USPAT | OR | ON | 2005/07/18 11:07 |
| S40 | 16 | S37 and ACD | USPAT | OR | ON | 2005/07/19 15:40 |
| S41 | 4 | "6493446".pn. or "5903641".pn. or "6639982".pn. or "6842515".pn. | USPAT | OR | ON | 2005/07/19 15:41 |
| S42 | 5486 | load adj balanc\$3 | USPAT | OR | ON | 2005/07/21 14:12 |
| S43 | 0 | "5848143".pn. and "5878130".pn. and "5546452".pn. | USPAT | OR | ON | 2005/07/21 15:42 |
| S44 | 3 | "5848143".pn. or "5878130".pn. or "5546452".pn. | USPAT | OR | ON | 2005/07/21 15:52 |
| S45 | 1192049 | network near\$ (call adj cent\$2) | USPAT | OR | ON | 2005/07/21 16:03 |
| S46 | 1114364 | S45 and (agent near\$ skill\$) | USPAT | OR | ON | 2005/07/21 16:04 |
| S47 | 112799 | S46 and reserv\$ | USPAT | OR | ON | 2005/07/21 16:05 |
| S48 | 9608 | S47 and idle | USPAT | OR | ON | 2005/07/21 16:06 |
| S49 | 1884 | S48 and cancel\$ | USPAT | OR | ON | 2005/07/21 16:10 |
| S50 | 0 | S48 and 379/265.ccls. | USPAT | OR | ON | 2005/07/21 16:10 |
| S51 | 95 | S48 and 379/265.\$.ccls. | USPAT | OR | ON | 2005/07/21 16:33 |
| S52 | 7 | S51 and ((plural\$3 or multiple) adj (call adj cent\$2)) | USPAT | OR | ON | 2005/07/21 16:36 |
| S53 | 88 | (many or multiple or plural\$3) adj (call adj cent\$2) | USPAT | OR | ON | 2005/07/21 16:36 |
| S54 | 161 | (many or multiple or plural\$3 or network) adj (call adj cent\$2) | USPAT | OR | ON | 2005/07/21 16:39 |
| S55 | 134 | S54 and switch\$3 and server | USPAT | OR | ON | 2005/07/21 16:42 |

EAST Search History

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|-----|--------|--|-----------------|----|-----|------------------|
| S56 | 83 | plural\$3 adj ((contact or call) adj (center or centre)) | USPAT | OR | ON | 2005/07/21 16:43 |
| S57 | 52 | S56 and 379/265\$.ccls. | USPAT | OR | ON | 2005/07/21 17:17 |
| S58 | 5486 | load adj balanc\$3 | USPAT | OR | ON | 2005/07/21 17:17 |
| S59 | 6 | S58 and (network adj skill\$3) | USPAT | OR | ON | 2005/07/21 18:00 |
| S60 | 129 | 379/265.12 | USPAT | OR | ON | 2005/07/21 18:02 |
| S61 | 0 | "L19" and 379/265.14 | USPAT | OR | ON | 2005/07/21 18:03 |
| S62 | 38 | 379/265.14 | USPAT | OR | ON | 2005/07/21 18:03 |
| S63 | 74 | (379/265.12).CCLS. | USPAT; USOCR | OR | OFF | 2005/07/21 18:03 |
| S64 | 176 | 379/265.12,14.ccls. | USPAT | OR | ON | 2005/07/21 18:04 |
| S65 | 0 | S64 and 365/266.04.ccls. | USPAT | OR | ON | 2005/07/21 19:00 |
| S66 | 1 | "5276731".pn. | USPAT | OR | ON | 2005/07/21 19:00 |
| S67 | 0 | "57445550".pn. | USPAT | OR | ON | 2005/07/21 19:00 |
| S68 | 1 | "5745550".pn. | USPAT | OR | ON | 2005/07/21 19:00 |
| S69 | 1 | "5848143".pn. | USPAT | OR | ON | 2005/07/22 09:05 |
| S70 | 1 | "5878130".pn. | USPAT | OR | ON | 2005/07/22 09:05 |
| S71 | 1 | "5546452".pn. | USPAT | OR | ON | 2005/07/22 09:05 |
| S72 | 3 | S69 S70 S71 | USPAT | OR | ON | 2005/07/22 09:14 |
| S73 | 48 | 379/266.04.ccls. | USPAT | OR | ON | 2005/07/22 10:24 |
| S74 | 4371 | reserv\$6 near5 agent | USPAT | OR | ON | 2005/07/22 09:54 |
| S75 | 3 | S74 and (plurality adj call adj cent\$2) | USPAT | OR | ON | 2005/07/22 09:54 |
| S76 | 22 | S73 and (call adj cent\$2) | USPAT | OR | ON | 2005/07/22 11:16 |
| S77 | 2 | "5276731".pn. or "5745550".pn. | USPAT | OR | ON | 2005/07/22 13:26 |
| S78 | 3424 | agent near3 reserv\$5 | USPAT | OR | ON | 2005/07/22 13:26 |
| S79 | 49 | S78 and (call adj cent\$2) | USPAT | OR | ON | 2005/07/22 13:28 |
| S80 | 28 | S79 and transfer | USPAT | OR | ON | 2005/07/22 13:28 |
| S81 | 38 | S79 and (transfer\$3 or forward\$3) | USPAT | OR | ON | 2005/07/22 14:40 |
| S82 | 5 | S81 and cancel | USPAT | OR | ON | 2005/07/22 14:44 |
| S83 | 5 | S82 and reserv\$5 | USPAT | OR | ON | 2005/07/22 14:40 |
| S84 | 249098 | reserv\$5 | USPAT | OR | ON | 2005/07/22 15:05 |
| S85 | 12270 | S84 and cancel\$4 | USPAT | OR | ON | 2005/07/22 14:44 |
| S86 | 119186 | cancel\$4 | USPAT | OR | ON | 2005/07/22 14:45 |
| S87 | 398 | S85 and (S84 near3 S86) | USPAT | OR | ON | 2005/07/22 14:45 |
| S89 | 1782 | call adj (center or centre) | USPAT | OR | ON | 2005/07/22 14:46 |
| S90 | 2 | S87 and S89 | USPAT | OR | ON | 2005/07/22 14:48 |
| S91 | 276 | reserv\$5 adj agent | USPAT | OR | ON | 2005/07/22 14:48 |

EAST Search History

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|------|---------|---|-------|----|----|------------------|
| S92 | 46 | S91 and ((call adj center) or (ACD)) | USPAT | OR | ON | 2005/07/22 14:49 |
| S93 | 37 | S91 and (call adj center) | USPAT | OR | ON | 2005/07/22 14:49 |
| S94 | 27199 | S84 and call | USPAT | OR | ON | 2005/07/22 14:54 |
| S95 | 89785 | S84 and call\$ | USPAT | OR | ON | 2005/07/22 14:54 |
| S96 | 8047 | S95 and cancel\$4 | USPAT | OR | ON | 2005/07/22 14:55 |
| S97 | 252 | S96 and (load\$ adj balanc\$) | USPAT | OR | ON | 2005/07/22 14:57 |
| S98 | 10 | S97 and (cancel\$4 near4 reserv\$) | USPAT | OR | ON | 2005/07/22 14:57 |
| S99 | 1011 | agent adj reserv\$5 | USPAT | OR | ON | 2005/07/22 15:05 |
| S100 | 3904 | agent near4 reserv\$5 | USPAT | OR | ON | 2005/07/22 15:07 |
| S101 | 9330 | (call or contact or service) adj (center or centre) | USPAT | OR | ON | 2005/07/22 15:08 |
| S102 | 1962971 | plural\$3 or multiple | USPAT | OR | ON | 2005/07/22 15:09 |
| S103 | 599 | S102 near4 S101 | USPAT | OR | ON | 2005/07/22 15:09 |
| S104 | 31 | S103 and S100 | USPAT | OR | ON | 2005/07/22 15:29 |
| S105 | 25 | S104 and "379"/\$.ccls. | USPAT | OR | ON | 2005/07/22 17:01 |
| S106 | 1 | "5450482".pn. | USPAT | OR | ON | 2005/07/22 17:04 |
| S107 | 83 | network adj ACD | USPAT | OR | ON | 2005/07/22 17:04 |
| S108 | 83 | S107 and (transfer\$3 or rout\$3 or forward\$3) | USPAT | OR | ON | 2005/07/22 17:05 |
| S109 | 25 | plurality adj ACD | USPAT | OR | ON | 2005/07/22 17:06 |
| S110 | 12 | S109 and S108 | USPAT | OR | ON | 2005/07/22 17:06 |
| S111 | 12 | S110 and S107 | USPAT | OR | ON | 2005/07/22 17:06 |